

**THE U. S. POSTAL SERVICE  
ADDRESS ELEMENT CORRECTION II (AEC II)  
Q&A**

**1. What is the Address Element Correction Service Level II?**

The Postal Service is always looking for new ways to improve mail processing and delivery service for customers by increasing the percentage of mail that is properly addressed.

In the early 1990s, we developed a computerized address correction process for business mailers called Address Element Correction (AEC). Under AEC, mailers submit to the Postal Service mailing lists with uncodable addresses. The Postal Service runs the list against the AEC computer program, which uses computer logic to correct common misspellings and other usage errors. For example, if an address on a mail piece is 3117 WWETMONT, CT, AEC will correct the misspelling to WESTMONT.

Address Element Correction II (AEC II) is the next generation of this service. It uses Delivery Force Knowledge™ to correct the errors in addresses that are not correctible by existing programs. Delivery Force Knowledge leverages the efforts of local delivery unit employees who review bad addresses and enter corrections into an AEC II electronic process for return to the submitting customer.

Examples of these corrections include incorrect or transposed letters in a street name, missing directionals, such as North or South, or abbreviations that prevent accurate bar coding. As a result, the mailers' correction rate increases and more mail is properly addressed.

**2. Why is there a need for a service like Address Element Correction II?**

A complete and accurate address is critical to mail delivery. Statistics show that on average 8-10% of address lists cannot be ZIP+4 coded or Delivery Point Validation (DPV) confirmed by standard CASS-certified address matching software. These addresses are contributors to the Undeliverable-As-Addressed (UAA) problem that USPS and the mailing industry are working to correct.

**3. Will the current Address Element Correction Service still be available?**

Yes. If a customer only wants the basic AEC Service, it will be available to them at the current cost of \$15 per one thousand records submitted.

**4. Is the Address Element Correction II Service free or is there a charge?**

There is a charge. If a business mailer elects to proceed with AEC II processing, they will be required to pay an initial set-up fee of \$25, through a CAPS account or approved credit card, as well as the up-front AEC service fee of \$15 per thousand records submitted. In addition, the mailer will be charged \$0.25 per record for each resolution achieved through Delivery Force Knowledge. A resolution refers to one of two outcomes; (1) the address is corrected to match a valid delivery point and is ZIP+4 coded, or (2) the address has been reviewed by field personnel and it is determined that the address is non-existent, in any form, within the ZIP Code.

*Background:* USPS will bill each customer's CAPS account or credit card for the records resolved, on a weekly basis, minus the first 100 resolved records covered by the initial \$25 submission fee. Upon account authorization, the Postal Service will release the resolved records, weekly, to [ribbs.usps.gov](http://ribbs.usps.gov) for customer retrieval.

## **5. How does the Address Element Correction II service work?**

Just like the Address Element Correction service, mailers will provide the Postal Service with an electronic list of names and bad addresses. The list will include names or simplified addressees, such as occupant or postal customer, and address elements, including street number and name, city, and state. The Postal Service will enter names and problem addresses that cannot be corrected by the basic AEC service into the AEC II process, which will submit the bad addresses to USPS field units for resolution.

Employees at local delivery units will review the bad addresses and will enter into the AEC II resolution process either the known corrected addresses, or indicate that mail bearing such an address is not recognized and cannot be delivered.

The Postal Service will then provide the resolved addresses to the mailer via secure transmission. This will allow the mailer to address future mail pieces accurately, which ensures efficient and accurate delivery of those pieces.

## **6. What kind of results does the Postal Service expect from the Address Element Correction II service?**

We believe business mailers/customers using Address Element Correction II will see a significant impact when it comes to address correction. Our test results have been very encouraging. During our initial testing, we have been able to resolve approximately 80% of all records submitted to the AEC II process within 60 days.

## **7. How do mailers get the updates from the Address Element Correction II service?**

Once an AEC II record has been resolved, it will be moved to a secure corrected records table and returned to the customer's protected folder on [www.ribbs.usps.gov](http://www.ribbs.usps.gov).

## **8. How will AEC II handle multiple submissions of the same bad address from different mailers or the same mailer?**

The "Update File" (AECES) feature of AEC II will enable USPS to recognize addresses that have been previously resolved by Delivery Force Knowledge so that a response can be provided to the customer without re-submitting the address to USPS Delivery Units.